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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT	Application Number		10/002,772
	Filing Date		November 2, 2001
	First Named Inventor		Toshio UENO
	Group Art Unit		3625
	Examiner Name		James H. Zurita
Sheet	1	Attorney Docket Number	01706/LH

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Exam. Inits ¹	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
J2 ↓		2001/0051952	A1	NAKAZATO, Toshiaki	12-13-2001	
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Exam Inits ¹	Cite No ¹	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶

Examiner Signature	<i>Larry Dune</i>	Date Considered	9/10/03
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¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Place a check here if English translation is attached.

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO

Application Number

10/002,772

Filing Date

November 2, 2001

First Named Inventor

Toshio Ueno

Group Art Unit

3625

Examiner Name

ZURITA, JAMES H.

Attorney Docket Number

01706/LH

INFORMATION DISCLOSURE
STATEMENT BY APPLICANT

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James Zurita

Date
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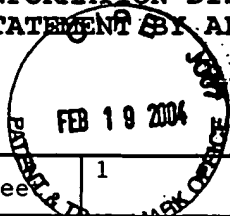
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Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT 	Application Number		10/002,772	
	Filing Date		Nov. 2, 2001	
	First Named Inventor		T. UENO	
	Group Art Unit		2152	
	Examiner Name			
Sheet 1	of 1	Attorney Docket Number		01706/LH

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Exam. Inits ¹	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
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Examiner Signature	<i>James Zunde</i>	Date Considered	9/15/07
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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**



Application Number	10/002,772
Filing Date	November 2, 2001
First Named Inventor	T. UENO
Group Art Unit	2152
Examiner Name	Not Yet Assigned
Attorney Docket Number	01706/LH

of 1

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	C	DE	100 29 455	A1	Mitsubishi International GmbH	07-19-2001		
	D	EP	1 182 857	A2	Hitachi, Ltd.	02-27-2002		

Examiner Signature

James Smith

Date Considered

10/15/03

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Application Number		10/002,772	
		Filing Date		November 2, 2001	
		First Named Inventor		Toshio UENO	
		Group Art Unit			
		Examiner Name			
Sheet	1	of	2	Attorney Docket Number	01706/LH

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			*English language Abstract only					

Examiner
Signature

James D. Dwyer

Date
Considered

8/10/01

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Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	10/002,772
				Filing Date	November 2, 2001
				First Named Inventor	Toshio UENO
				Group Art Unit	
				Examiner Name	
Sheet	2	of	2	Attorney Docket Number	01706/LH
OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS					
Examiner Initials ¹	Citation No. ¹	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published			T ²
JZ ↓		U.S. Serial No. 10/002,740, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM FOR RANK ASSIGNMENT, inventor: Toshio UENO			
		U.S. Serial No. 10/002,742, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR COMPLAINT REPORT ISSUE, inventor: Toshio UENO			
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		U.S. Serial No. 10/002,745, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO			
		U.S. Serial No. 10/002,771, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT PROVIDING BACKUP DATA FOR USE IN STUDYING CLAIMS, inventor: Toshio UENO			
Signature		<i>James J. Smith</i>		Date Considered	3/10/05

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¹ Unique citation designation number. ² Place a check here if English translation is attached.

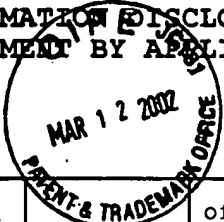
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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT 		Application Number	10/002,772	
		Filing Date	November 2, 2001	
		First Named Inventor	Toshio UENO	
		Group Art Unit		
		Examiner Name		
Sheet	of 2	Attorney Docket Number		01706/LH

U.S. PATENT DOCUMENTS

Exam. Inits [*]	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion

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ft		JP	2000-115393	A	CANON INC.	04-21-2000		*
			*English language Abstract Only					

Examiner Signature	<i>Lance Zuntz</i>	Date Considered	9/18/05
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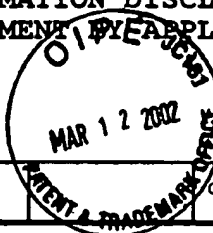
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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO		Application Number	100002,772
INFORMATION DISCLOSURE STATEMENT BY APPLICANT 		Filing Date	November 2, 2001
		First Named Inventor	Toshio UENO
		Group Art Unit	
		Examiner Name	
Sheet	of	Attorney Docket Number	01706/LH
OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS			
Examiner Initials ¹	Cite No. ¹	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published	T ²
Jr		U.S. Serial No. 09/813,209, filed March 20, 2001, entitled TECHNICAL SUPPORT SYSTEM, inventor: Mineo Nozaki and Toshio UENO	
Examiner Signature	James Tumb		Date Considered 8/10/02

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DATE MAILED: March 6, 2002

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number		10/002,772		
				Filing Date		November 2, 2001		
				First Named Inventor		Toshio UENO		
				Group Art Unit		3625		
				Examiner Name		James H. Zurita		
Sheet	1	of	1	Attorney Docket Number		01706/LH		
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Exam. Init ¹	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion		
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17		DE	101 05 532	A1	HEWLETT-PACKARD CO.	08-09-2001		
Examiner Signature		<i>James Zurita</i>			Date Considered	<i>9/10/05</i>		

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number		10/002,772		
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				Group Art Unit		3625		
				Examiner Name		James H. Zurita		
Sheet	1	of	1	Attorney Docket Number		01706/LH		
U.S. PATENT DOCUMENTS								
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Exam. Initia ¹	Cite No ¹	Office ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
Examiner Signature	James Zurita				Date Considered	8/12/05		

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PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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		Filing Date		November 2, 2001	
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		Group Art Unit		3625	
		Examiner Name		James H. Zurita	
Sheet	1	of	2	Attorney Docket Number	01706/LH

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U.S. PATENT DOCUMENTS

Exam. Initials	Cite No.	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
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Exam. Initials	Cite No.	Offic.	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
Examiner Signature		<i>James Zurita</i>			Date Considered	<i>2/10/05</i>		

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DATE MAILED: February 22, 2005

PTO/SB/088

INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	10/002,772
				Filing Date	November 2, 2001
				First Named Inventor	Toshio UENO
				Group Art Unit	3625
				Examiner Name	James H. Zurita
Sheet	2	of	2	Attorney Docket Number	01706/LH
NON PATENT LITERATURE DOCUMENTS					
Exam Inits	Cite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.			T ²
JL		Hilbert, David M., et al., "An Approach to Large-Scale Collection of Application Usage Data Over the Internet" Proceeding of the 20 th International Conference on Software Engineering, April 1998, ISBN 0-8186-8368-6, pages 136-142.			
Examiner Signature	James Zurita			Date Considered	8/10/05

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